



# **Policy and Resources**

## **Committee 25**

### **October - Report No**

### **343 - Glen Clova**

### **Project Evaluation -**

### **App 2**

This report is an evaluation of the Glen Clova Project, set up in Angus in October 2019.

**Angus Council**  
September 2022

## Contents

Executive Summary	i
1. Introduction and Overview	1
2. Key Findings: Case File Analysis	2
3. Key Findings: Interviews with the Women	3
4. Key Findings: Interviews with Staff and Management	8
5. Key Findings: Interviews and Feedback from Partners	10
6. Conclusion and Recommendations	12
Case Studies	14

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I would like to thank Glen Clova for commissioning this research and for the time given by all of the participants, particularly the women being supported, who trusted in this process and hoped their testimonies would lead to further positive change in policy and practice.

## **Glen Clova Evaluation: Executive Summary, September 2022**

**Dr Briege Nugent**

Glen Clova was set up in 2019 in response to a gap in provision identified, with women ending their Community Payback Orders (CPOs) in Glen Isla, but still wanting and needing support. Over the past few years Glen Clova has supported over 155 women, engaging with them for around a year and many requiring ongoing support. The research involved an analysis of 30 files. Eleven women involved with Glen Clova and representing a broad range of issues, stepped forward to be interviewed with 5 re-interviewed 7 months later. Staff, management and partner organisations were also interviewed, and some provided written feedback. This report sets out recommendations to inform future steps.

### **Key Findings: Case File Analysis**

- The women have complex needs with most referrals coming from Children's Services or Criminal Justice Social Work. Two thirds (of the women whose files were analysed) wanted support for emotional health, half with problem solving and a third parenting skills. Other issues were around housing, dealing with trauma, abuse and addiction.
- Two thirds reported a notable impact in terms of change in attitude to offending, improved emotional health and being more stable.
- As well as the emotional support provided, the practical support given has been extensive, for example, with families provided with food parcels.
- Two women had their children's names removed from the child protection register, and one woman had both children returned to her care through the support, saving the local authority around £8,000 a week (based on residential care costs).
- The backdrop of poverty is clear with two thirds stating this had not changed.

### **Key Findings: Interviews with the Women**

- The interviews reinforced the complexity of the women's challenges and the level of isolation experienced, with Glen Clova often their only support.
- Many had been abused and this depleted their confidence and self-esteem.
- Anxiety, depression and feeling suicidal was common.
- Many were distrustful of services so asking for help was a big step.
- The person-centred, trauma informed, outreach and strengths-based approach 'works.' The good work that happens is underpinned by the relationship and trust built between the worker and woman. The women felt listened to, cared for and not judged so they could be honest.
- The practical support, for example, getting food parcels was crucial.
- The 'office spaces' are trauma informed and were described as 'cosy', in contrast to the Council's unwelcoming spaces they found triggering.

- The impact on the women has been life changing, helping them to regain control of their lives, improving mental and physical health, recognising their own needs, moving away from abusive relationships and dealing with past trauma. Four women had regained custody of their children and felt this was down to the support of the service. Two were now attending college and one woman was volunteering. One woman had been supported to access housing through the local authority after waiting for three years.
- Access to appropriate housing remained an outstanding issue for a few.
- The women want the service to continue and for group work to be available, with women coming together to support one another, to share and learn skills.

### **Key Findings: Staff and Management**

- Staff and management are proud of the success in supporting women meaningfully who have struggled to engage with other services, or not asked for help before. Staff come from a range of backgrounds and enjoy the variety in being person-centred and providing outreach.
- Initially the project was set up with a resource worker and 2 family support workers and was overseen by the team leader of the Glen Isla Project. Laterally the team has comprised 2 family support workers, however, has relied heavily on support from Glen Isla staff to meet demand.
- The service continues to innovate and is developing new referral pathways. The most recent of these is through Police Scotland. All women victims of offences and women who have been arrested or have had an Adult Support and Protection referral are being considered for referral by police officers.
- Staff feel well supported through the formal and informal processes in place and the trauma informed approach.
- There were many challenges highlighted related to the demands on a small staff team and a staff spent time ensuring women's wellbeing is of paramount consideration; lack of capacity meant 'drop ins' could not happen; gaps in mental health and housing provision meant women were not getting their needs met fully; staff were concerned about the cost of living crisis and what this meant for the women, who were already struggling.

### **Key Findings: Partner Organisations**

- Partner organisations praised Glen Clova's collaborative approach, acting as a 'one stop shop', directly providing support and linking women to the services they need.
- Services are stretched since the pandemic and organisations were aware that without Glen Clova many women who need support would not have it.

- The success of the project was viewed as being down to the time given, persistent kindness, honesty and skills of workers. The bases which provide safe, and trauma informed spaces were welcomed.
- The impact on women was said to be significant and all felt that this service is preventing women from reaching crisis point, saving other services money; the case examples in the report highlight 2 costed examples.
- The main change advised was that this service could be beneficial for all women who come to the attention of the police and could be used as a template for a service developed for men.

### **Conclusion and Recommendations**

This service is meaningfully engaging with women and families who could be defined as 'hard to reach.' The model of providing a person-centred, trauma informed, outreach and strengths-based approach 'works.' The impact on the women has been life changing and in terms of cost savings, at the most extreme end, women have regained care of their children and without this help felt they would have required crisis support. As it stands the service is unable to meet the demand and operates a waiting list. Due to the complex nature of the presenting issues for the women and risk of vicarious trauma for the staff, a high level of support and supervision is required alongside trauma informed wellbeing support.

### *Recommendations*

It is recommended that:

- the referral criteria remain broad.
- referral routes are extended further to reach women sooner.
- case-file data is inputted into an analysable format.
- groupwork is developed and women share skills and learning.
- given the successful outcomes achieved, the aspiration of the service is to secure funding to support continued delivery of the core service and seek opportunities to bring in additional funding to expand some aspects of the service. All funding sources will be considered to continue this important project.

## 1. *Introduction and Overview*

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Glen Clova was set up in response to the need for women to receive gender-specific support to deal with poverty, trauma, issues around emotional and mental wellbeing and to address isolation. The project was developed in response to a gap identified for women completing their Community Payback Orders (CPOs) through the Glen Isla project, who still required and wanted support. The project is open to women aged over 16 years old and the referral criteria is wide, namely that the woman is either:

- pregnant and in need of additional support;
- has day to day care and control of their children and has support needs in respect to Parenting likely to result in an adverse impact on their children;
- at risk of entering the criminal justice system;
- has a history of poor/non-engagement with services;
- is aged between 16 – 25 years and is experiencing significant social disadvantage such as family relationship breakdown, homelessness, substance misuse, mental health difficulties, unemployment and/or poverty;
- is aged between 16 – 25 years and is at risk of abusive relationships, sexual exploitation, suicide or accidental death.

Glen Clova is funded by Angus Council with a current agreement in place to fund until end of March 2023. The service is supported by one Team Leader, who has responsibility for both Glen Isla and Glen Clova and 2 FTE Family Support Workers (FSW). A third FSW has been established using temporary funding but has been unable to be filled due to the short-term nature of the contract.

The project has supported **155** women, for at least six months, and many of the women require ongoing support.

This research took place from January to the end of August 2022. It involved an analysis of 30 case files and interviews with eleven women from across Angus and five of which were re-interviewed. Interviews and focus groups also took place with staff and management. In addition, nine partners from the areas of social work, justice services, education, housing, health and wellbeing from throughout Angus provided feedback by way of interviews or written submissions. A thematic analysis was carried out and this report presents the findings with conclusions and recommendations drawn to inform the next steps. Pseudonyms have been used to protect the identity of individuals.

## 2. Key Findings: Case File Analysis

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Based on an analysis of 30 case files:

- The service has successfully engaged with women from across Angus throughout the pandemic. The age range spanned from 19 to 57 and between them they had 31 children, with a complex picture in terms of levels of access. A third were also about to become new mothers.
- Most referrals came from Children's Services or Justice Social Work.
- Two thirds reported needing support in relation to their emotional health, such as dealing with anxiety. More than half wanted support with problem solving skills, a third parenting skills, help to participate in leisure activities and to improve their confidence and self-esteem. Other issues reported were around substance use, housing and dealing with abuse or trauma.
- Most women have worked with the service for at least a year.
- As well as the emotional support given, the practical support from Glen Clova staff has been extensive, with women provided with food parcels, supported to attend hospital appointments, go to the Department of Work and Pensions and link in with other agencies. Importantly, this service continued throughout the pandemic, and therefore for most women, this was their only support.
- Two thirds reported notable impacts in terms of changes in attitude towards offending, feeling better able to deal with problems, engaging with other services, improved emotional health and being able to deal with finances better.
- The enduring impact of poverty is also clear, with two thirds reporting that their levels of social disadvantage had not changed.
- Just over half were planned closures, and most because the woman had completed the plan of support.
- Two women had their children's names removed from the child protection register, and one woman had both children returned to her care through the support. Considering that residential care can cost over £4,000 a week this is a substantial impact in terms of potential cost savings.
- It was observed that the current evaluation and research tools (IRISS tool and GIRFEC specific indicators) developed and used by the team to track progress are used meaningfully with the women and inform planning for the next stages. It is important that staff input the information drawn from the tools in an accessible electronic format so that this information can be easily analysed on an ongoing basis.

### 3. Key Findings: Interviews with the women

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Eleven women were interviewed at the beginning of 2022 with five women taking part in re-interviews seven months on to chart their progress. The themes that emerged are presented below.

#### **Complexity of Challenges**

It is striking how isolated the women interviewed had been, before, during and after the pandemic. They reported that Glen Clova was the only support they had in their lives. A few of the women had come from the Glen Isla Project after their Community Payback Order had ended, recognising they needed continuing support. However, most had come to this project through social work Children and Families referrals and said this was the first time they as individuals as well as a family had been offered help and up until this point had no one else to turn to. Many had been abused in the past and had or were experiencing being in an abusive relationship and recognised they had little to no confidence or feelings of self-worth. Two were being supported to take cases forward to the police for the trauma and abuse they had been subjected to. Across the group, the women reported suffering from anxiety, depression and in some cases had stress induced conditions such as fibromyalgia. Almost all had been suicidal at some stage in their life. A few said they had substance use and anger issues. A couple had been diagnosed with having ADHD. They said they were generally distrustful of services, having not had good experiences in the past with statutory services, so them asking for and accepting help in itself was a big step.

*"I used to not go to anybody but now that I am coming more and more out of my shell I am doing that. It takes me time to trust someone and she has been here when I have needed her. I have never had a dad or anything and my family are not support, so I have never had this before." (Joanne)*

*"I don't have any family or friends here so I was all alone. I have two kids and my partner passed away. I came here with an open mind and did not know what to expect... This is a rare service – she comes to me and we go out for walks. Without her I was on my own." (Lara)*



## Effectiveness of the Model and Trauma-Informed Approach

Glen Clova have developed a person-centred, trauma informed, outreach and strengths-based approach that 'works.' The centrality of the relationship and trust built between the women and their key workers was clear. The service supports women in a holistic way, breaking the problems down to untangle the complexity and connecting women to the support they need. The women felt that the workers 'really listened', cared, did not judge and as a result they could be completely honest about the help they needed and wanted. They also felt that the workers 'told them straight', did not 'sugar coat' advice and they appreciated how direct and positive they were. Unlike other services where objectives were set by the service or were for their children, Glen Clova was viewed as being responsive to the women's needs and focused on what they wanted to do and was not time limited.

*"I take it at my own pace. I feel like I can tell her anything." (Carrie)*

*"There was someone here who could support me and it wasn't just help for me daughter. Before everything was for my daughter." (Lucy)*

The service's practical as well as emotional support was really valued, and provision of food, help to afford heat and in some cases medication crucial. The workers provide outreach and this also marked the service as being different to others, as well as supporting the women to make appointments. As the cost-of-living continues to rise, women really appreciated the service being there as a source of support. Some women reported being aided to address housing issues, such as overcrowding and this having a positive impact on their lives.

*"At the time I wasn't leaving the house but then they were coming up and I thought to go for it. I was going for quite a while and then had to take a break as I was finding it hard again to go back... She came out to visit me at the start and that really helped. She took me to social work meetings. It was good to build that relationship as otherwise I feel anxious about coming to new places." (Joanne)*

*"I got a food parcel every week. I would have struggled otherwise. Before I would have been too proud to take that, she made me see that I am entitled to it." (Shauna)*

*"She helped me to get a new place, so not up three flights of stairs. I think that has been the big thing for me. Getting away from the bedsit." (Hayley)*

The 'office spaces' have been developed to be trauma informed and the women felt them to be 'different' to other office spaces, describing them as 'welcoming', 'cosy' and 'homely'. Some women in contrast felt triggered by the Council offices, where, for example, decisions had been made about them not having custody of their children and viewed these as formal and 'cold' spaces.

*"I think the building as well is beautiful. You feel comfortable and safe sitting here. I have not been to social work offices so I can't compare. In here, they care. I couldn't ask for better. I was in a right state before, a mess. I was broken. I was consumed with conflict, hurt, misery and sadness. I feel happier now and I don't know what I would have done without them. There is nothing else out there. You get treated with dignity, respect and care here. (Hayley)*

## **Impact**

Women reported that the impact of the support has been life changing, helping them to feel heard, regain control of their lives, to feel calmer, more stable, confident, building self-worth, regaining hope, understanding what they want or need in life and engaging in support to get there. The women described how even a year ago the idea of doing an interview with someone in itself would have been inconceivable. All of the women felt being a part of Glen Clova had improved their mental and physical health. Since the pandemic, many workers now met the women in their local area and they went on walks together. One woman who had not been to the dentist in over ten years was being supported to do so, and she felt the work being done would be a dramatic change in terms of how she looked and felt about herself. A few said that through the support they felt in control of their addiction issues, with one woman now off methadone, and felt she had learned to deal with her anger better. Almost all said that without the service they might not even be here, as they had been so low and suicidal before and would still have been in abusive relationships. They were much more aware now of what a healthy relationship constituted and felt supported to move and stay away from their abusive ex-partners. Five women had regained custody of their children and felt this was down to Glen Clova. One other woman was supported to come to terms with her son being removed from her care. Many said they were now financially more aware and wanted to get into education or work. By the

second interviews two were attending college and one woman was volunteering.

*"She is brilliant and I don't know what I would do without her. I have been through a lot and she helps me to feel better about things. She breaks things down for me so I don't feel overwhelmed... She has made me realise that actually he was abusing me. I see myself differently... We are doing work at the moment on health and unhealthy relationships. I am starting to take a step back and realise what I want."* (Carrie)

*"Mental health before was out of control. I lost dates before. I didn't know the time. When I get high manic things are out of control but it hasn't been like that for ages. I feel like my mental health is not as extreme. My physical health as well it all helps."* (Joanne)

*"If I had anyone else, I think I would clam up. I phone her and my boyfriend when things happen. I tell them things that are going on my life. It stops me taking drugs. Because I speak to her and I get things out, I don't take drugs. I get numb if I don't get that. She helps, she is my drug."* (Hayley)

*"She has helped me with my anger management and retraining my brain. I had never been offered anything like this before. I have been to the insight counselling myself before. I was fed up and knew things had to change. When things get on top of me, I do refer back and can feel things rising on top of me. With the worker, she helps me to feel like things are ok and also how to handle things better."* (Lucy)

*"I am less down these days. I am away from that man and I am not as broken. The support is a light to me. I didn't have that light before. I worry about not having it to be honest."* (Donna)

*"The relationship I have...she tells me she is proud of me. I have never had anyone say that to me before, and I know she is...She has basically helped me to get everything done. I have been to the dentist and am getting my teeth sorted. She took me to the Job Centre and that really helped as I have bad anxiety and don't like going into places on my own. She helped me as I could not do that on my own... They have also linked me in with community addiction and they are really good."* (Sarah)

The women were asked to rate the amount of change they had experienced since being supported. One woman said this was '3 out of 10, and a 100% down to the service', and she explained that her life and building up her confidence again was going to take time. For the other women, the average level of change was said to be '7'. All said that the service was 70-100% responsible for why and how these changes were able to take place. Many said that they did not know what they would do or would have done without the service.

### **Ongoing Challenges**

A few women with children were living in overcrowded and/or unsuitable housing and had been waiting almost a year to be moved to a different property. One woman had been sleeping on the couch during this time, so her children had a bedroom. The workers were helping with the forms and regular contact with housing support. Another woman had been waiting three years to access a counsellor to deal with past trauma and in the second interview Glen Clova had sourced a counsellor directly for her, and she felt this was really helping her.

### **Suggested Developments**

All of the women said that they would have appreciated having this type of support in their lives sooner and many reflected that this provision should be accessible to all women in Scotland. A few said they would like to be able to see their worker more. At present Glen Clova are carrying out consultations with the women to inform future service provision. As well as feeling heard through this process, several said they were keen to share their skills in the arts, gardening and cooking with other women, to have a chance to meet others and feel a part of something bigger. Glen Clova have always wanted to do groupwork but with the restrictions in place during the pandemic this was not possible, but based on these interviews, it is definitely worth pursuing.

*"They have started a consultation group. It is someone listening to your ideas and putting them into practice. I like the thought of that. I have a lot to give but just don't know how to give it. I would love the women's equivalent of a Man's Shed. To do some cooking, have a blether, share tips of how to managing children's behaviour and I would love that. Women supporting women through life experiences, swapping, sharing skills." (Carrie)*

## *4. Key Findings: Interviews with Staff and Management*

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Five staff and management took part in repeated interviews at the beginning and end of the research. The following findings present the key themes.

### **The approach 'works' and the service is reaching those 'hard to reach'**

Management and staff echoed the interviews with women and recognised the success they have in engaging meaningfully with women. The current staff come with a range of experience including Child Protection, Social Work, Community Education, and in doing so bring a different range of expertise, skills and connections. The service acts like a 'one stop shop' by being responsive to needs, as already discussed and staff enjoy the challenge, variety and autonomy given to do this. All recognised the centrality of the relationships between the worker and the women, the importance of outreach, being trauma-informed and strengths-based. The service has worked hard to make connections with other services and are constantly innovating to get new referrals. Most recently, for example, they have been working with the police to connect with women who have been arrested. The service has also developed strong connections with local businesses and as a result have received ad hoc payments that they are then able to use to source much needed items for the women, for example, practical items such as prams or buggies.

### **Advocating for Women's Rights and making connections**

The service connects women to what is available in the community and for example staff said they are able to expediate mental health appointments because they persevere, advocating on the women's behalf. They also said that they have had cases where they have supported the women to challenge decisions made by housing and social work services, so that they are getting the 'right' option for them. For example, one woman with a child with a disability had been placed in a flat two flights of stairs up and through support from the worker was moved to a much more suitable ground floor flat.

### **Levels of Support**

As it stands, the service is run by two full time staff, requiring them to draw resources from the partner service Glen Isla, both formally and informally. Staff have regular supervision, access to counselling, yearly appraisals and feel that they have plenty of opportunities for development and training. In each team

a staff member has a particular area of focus, e.g., domestic abuse, and this means other staff can go to them if they require any specialist help. The ethos of being trauma-informed is extended to the staff base as well as to the women and all felt this was effective.

## **Challenges**

There were many challenges discussed by both staff and management and these are as follows:

- There is a high level of demand for the service and a waiting list is now in operation; numbers of referrals have continued to increase
- As it stands the service requires extra support from Glen Isla to continue functioning and the stretch on resources is not sustainable. As a result of the lack of staff it was also noted that the hubs in Forfar and Arbroath are not able to be open as 'drop ins' as originally envisaged. Staff including the Team Leader were concerned that the current funding is due to cease at the end of March 2023 and are keen that core funding is identified to allow the service to at least function as is.
- Gaps in mental health and housing support in particular were identified, which has meant some women are not getting the support they need.
- Some concerns were raised that when Glen Clova are involved, there are expectations to perhaps undertake duties usually done by partner agencies for example, support to complete forms
- The levels of poverty experienced, and cost-of-living crisis was very concerning, and staff were worried about how this would affect the women, who were already struggling.

## 5. Key Findings: Interviews and Feedback from Partners

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- Five representatives from partner organisations were interviewed and four provided written feedback. Partner organisations came from a range of areas such as health, housing, justice, social work, education and one was an elected member of the Council.
- Partner organisations praised the service and workers for their collaborative approach and the level of practical and emotional support they provide the women. Interviewees reflected how services could sometimes work on their own and Glen Clova on the other hand, was a 'one stop shop', connecting the women the local services they needed, 'breaking through the silos'. One interviewee summarised the approach as the following:

*"It provides oil on the cogs of the machinery. All of these different systems working separately, but then Glen Clova came along and it is the oil between the system, Criminal, Children and Adult Services. It makes it run smoothly."*

- It was observed that at present services are stretched, and for example, the number of adult protection cases was reported to have doubled in Angus since the pandemic. As a result, women who do not have extreme mental health issues or disabilities, but who require support could easily fall through gaps, and having Glen Clova as an option helps to prevent this.
- Partner organisations felt that the approach 'works', and they especially emphasised the time workers spent to build relationships, their 'persistent kindness' and honesty. It was noted that the women often had limited positive relationships in their lives so the positive affirmations they got through Glen Clova staff helped them to shift their identities and view themselves in a different positive light, building self-worth. As one interviewee wrote:

*"Glen Clova has given Shona a safe space to open up and learn to trust professionals – key to this is it is not all positive – she is able to accept advice and critical feedback – and have open discussion about risks. Shona is very complementary of you as a worker and the relationship you have – and has noted she feels her workers are the only 'decent' and 'good' people she has in her life, who are honest with her and genuinely care for her without an ulterior motive."*

- In terms of connecting the women to other services, the workers were described as going 'above and beyond.' For example, rather than just sending in a referral to a service, they would discuss the opportunity with the women at the 'right time', dealing first with practical or more immediate concerns. They also introduced the women in person to the other service at the Glen Clova base if the woman wanted this, to help them feel comfortable, and in doing so Glen Clova acted as a trusted broker, whilst

still providing ongoing support. As described by a representative from a partner organisation that had just begun to expand into the Angus area:

*“The way they are so person-centred and the relationship they are able to develop with the women. To have that time and approach and willingness to work with organisation. It is wrapping around the women and supporting them in the right away.”*

- One interviewee discussed how the women in Angus often come from rural areas, without easy access to services, so having a 'base' where they could get support was really important.
- The building being trauma informed and having safe comfortable spaces for services to meet with the women were welcomed, particularly for those services that do not have a base in Angus. Partners also felt that wider service provision could usefully adapt and learn from the use of space.
- All partners saw the significant impact the service has had on the women supported, such as helping them to no longer be at risk of or lowering their risk of offending, having their children returned to them, and having improved self-confidence, self-worth and wellbeing. An interviewee described being 'astounded' at the change they saw in one mother who had been in crisis and was now 'confident' and 'able to put her children first.'
- Partners reflected that Glen Clova is saving other services money by women not getting to the stage where they need crisis support, by helping children return to mothers if this is appropriate or to remain at home.
- There were only three changes two partners advised. One partner organisation felt the service sometimes could do more to acknowledge the level of partnership working; another hoped the service could connect with all women who come in contact with the police, and that a similar service could be developed for men.



## 6. Conclusion and Recommendations

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Glen Clova has successfully and meaningfully engaged with women who often have complex issues and would otherwise be without help. The service has been filling gaps in providing much needed emotional and practical support. By having wide referral criteria, it has meant women who need support are able to get it. The person-centred, trauma informed, outreach and strengths-based approach 'works.'

The impact on the women has been life changing, with women reporting having regained control of their lives, moving away from abuse, dealing with past trauma and looking to the future. Some had moved into education and one into volunteering, and all interviewed wanted to share their skills and experience with other women, to create a community of local women supporting one another, from all walks of life. The women reflected that their lives had changed by 70% and this was 70-100% down to support from the service. The women did not want to think about what may have happened had Glen Clova not been in their lives, and many felt they may not be here at all. The service has been a lifeline and throughout the pandemic was the only means for many of breaking their isolation. In terms of cost savings, at the most extreme end, the service has supported some women to regain care of their children and prevented others from needing crisis medical responses. The women wished the service had existed earlier in their lives.

Staff and management are proud of the service and despite there being a waiting list, are continuing to develop referral pathways, for example, connecting with women who have been arrested because they know the need is there. Without continued resources for the project, women are at high risk of not having their needs met and creating demand in other parts of council services such as child protection, criminal justice and housing, and in wider services such as health services. With the additional funding the service could also provide a 'drop in' at each of the areas where they have office space and act on the women's hopes that groupwork, and having women come together to share learning and skills is able to happen.

Partner organisations praised the service for the collaborative working, being the 'oil in the cogs', their approach to engaging with women, and their active role in supporting women to link to the services they need. The trauma informed spaces were also welcomed. Interviewees had seen for themselves that the positive impact and this service is preventing women from reaching crisis point, saving other services money. The existence of this service is therefore not only the right thing to do but the most sensible financially. One partner organisation wanted Glen Clova to engage with all women who have had contact with the police and felt this could be a useful template for developing support for men.

## Recommendations

- It is recommended that the referral criteria remain broad so that it is open to women over 16, who have experience of gender-based violence, mental health, addiction, homelessness, exploitation, offending, poverty and social exclusion, or have been affected by trauma, past or present.
- The service should retain a focus on 'early help' so that women can be reached as soon as possible and be identified by GPs, midwives and other key services and extending to local services such as hairdressers, so that women are aware they can self-refer for support.
- The case recording is very robust and appears to be treated as a review of progress, rather than an unnecessary level of bureaucracy. Tracking individual outcomes is really important to demonstrate impact.
- The women value the trauma informed, emotional, practical and outreach support and this should continue.
- Due to the restrictions, group work has not been possible, but it is highly recommended that be developed, and the service offers one to one as well as group work support.
- The women want to come together to share skills and learning and this should be taken forward.
- As it stands Glen Clova is under-resourced and this requires review at strategic level.
- The service has generated a lot of learning about how to work effectively with women who have been 'hard to reach' and could share this learning with other services to promote trauma informed practice at all levels.

## *Analysis of costings and savings – case studies*

The following case studies below involved an analysis of 2 case files and information gathered from partner agencies from across Angus. These were randomly to highlight the differences of services offered but noted as being a good representative of the women who attend at the project.

Case study for "Chloe" woman aged 28 years, living on her own in Angus LA tenancy.

Case study for "Donna" woman aged 36 years, has 2 children, boy aged 10 years and girls aged 6 years, living in Angus LA tenancy.

## Glen Clova 'intervention'

2020

### Before Glen Clova

- **14 missed** medical appointments  
£2,100
- **No engagement** with mental health appointments but 3 crisis assessments  
£4,000
- Money on drugs  
£840
- Section 12 payment for heating, food  
£210
- **No engagement** with welfare rights loan  
£600

£7,750

Chloe



73.3%  
decrease

2021

### After Glen Clova

- **No missed** medical appointments  
£0
- Community Mental Health Team engagement – **no missed** appointments  
£600
- **Financially independent** with food banks packages and use of Mart  
£0
- Section 12 payment  
£30
- **Engagement** with Welfare Rights for benefit maximation to £1,440

£2,070

2020

## Glen Clova 'intervention'

Donna

2021

### Before Glen Clova

- **10 missed** medical appointments for herself with GP and CMHT – impact on mental health and care of children  
£1,800
- **5 missed** health appointments with GP/dentist for the children – child neglect issues  
£700
- **Poor engagement** with housing and housing/tenancy issues escalating. Rent arrears of £700
- Struggling to maximise income and **poor engagement** with Welfare Rights Service
- **Sporadic engagement** with Children Services, no parenting work achieved, impact on child welfare
- Children **accommodated** for 3 months with foster placements whilst rehabilitation is undertaken  
£8,154.30

£11,354.30



94.7%  
decrease

### After Glen Clova

- **No missed** medical appointments. Assessment by CMHT results in diagnosis - treatment improves mental health – positive impact on parenting  
£600
- **No missed** medical appointments for the children
- **Improved engagement** with housing. GCP act as mediation service. Rent arrears paid in full  
£0
- **Improved engagement** with Welfare Rights Service, income maximised
- **Regular contact** with Children Services. Parenting work achieved. Reduced risks to children. children's needs being met
- Children **not accommodated**  
£0

£600